

Vermont Health Connect Update

MEAB

Monday, December 8, 2014

Overview

- Open Enrollment
 - MEAB Requested Updates
 - Assistor Login
- VHC Dashboard

Open Enrollment Updates

Robert L. Skowronski

Deputy Commissioner

Cassandra Gekas

Health Access Policy & Planning Chief

Paper Applications

- 1,338 Paper Applications (909 since 11/15)
- 845 have been processed since 11/15
- Team of 20 HAEU workers
- 259 current in progress, 1095 in queue

2014 Change of Circumstance

- 4,989 CoC in the queue
 - Many requests are duplicate, empty.
 - The majority of CoCs are being processed as a part of 2015 renewals.
 - Individuals with access to care issues or who qualify for 2014 coverage through an SEP are being direct enrolled with carriers.
 - State in final stages of testing a workaround to run 2014 cases through the system.

1095-A Error Rate

- Four waves of testing with the IRS complete.
- First complete data file to be sent to the IRS by 12/15/15.
- Initial error rate 4%.
- Unverified Social Security Numbers represent biggest hurdle.
- HAEU/Volunteers to perform manual verification.

1095-A Accuracy

- Manually verify utilizing legacy system.
- Phone calls and notices to remaining households.
- 1095As to be sent beginning mid-January 2015.
- Retrigger corrected 1095A if individual reports an error.

Vermont Health Connect: Assister Login

NEED TO SIGN UP FOR HEALTH INSURANCE?

Find a health plan and financial help to make coverage more affordable.

GET STARTED ▶

HAVE QUESTIONS ABOUT RENEWING YOUR HEALTH PLAN?

Get the information you need to review and renew your current plan.

LEARN MORE ▶

NEED TO REPORT A LIFE CHANGE?

Get the right amount of financial help by promptly reporting changes in your family or income.

REPORT A CHANGE ▶

WE'RE HERE TO HELP.

Call us or find local assistance.

BY PHONE

855-899-9600

toll-free

IN-PERSON

Find an Assister ▶

ASSISTER LOGIN




SUBSIDY ESTIMATOR

See if you qualify for help to lower your monthly premium and out-of-pocket medical costs. Most people do!

Try It ▶

Looking for something else?

- [Green Mountain Care, Medicaid, Dr. Dynasaur](#)
- [Other public programs and benefits](#)
- [How to apply for an exemption](#)
- [How to pay your bill and other Frequently Asked Questions \(FAQs\)](#)
- [Questions about Medicare?](#)
- [Paper applications](#)

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Here are three security features related to the log in process:

1. **Account disabled due to inactivity** – If you don't log into the system for several months, your account will automatically be disabled. This is a feature designed to protect inactive users and their accounts. It applies to both Assisters and customers with online accounts.
2. **Password lock-out** – Five attempts to log in with an incorrect password will lead to a lock-out.
3. **One-time passwords (Assisters only)** – After Assisters correctly enter their UserID and Password, they will see a request to check their email for a code to enter. They will now see this every time they log in. This is an extra level of security and a federal requirement for Assisters' accounts.

What to do? Customers can re-activate their accounts by calling the Customer Support Center at 855-899-9600 (toll-free). Assisters can call the Assister Hotline or fill out the online Navigator Feedback Form. Our goal is to resolve log in issues within 24 hours.

General Password Information and Tips

- If you have had a Password Re-set, you will be given a new temporary password by phone or email. You must change this temporary password after you log in.
 - This is because anytime someone else (including VHC staff) knows your password, you will be asked to change it.
- If you do a Self-Service Re-set, you would not need to change your password.
- If you forget your password, you can re-set it yourself through the Self-Service Re-set.
- You can attempt to enter your password five times before you are locked out.

VHC Dashboard

Renewals as of 12.3.14

- **Renewals:** 15,595 individuals have been checked out into 2015 health plans (out of 38,704 in the renewal pool).
- **New to Vermont Health Connect:** 2,140 individuals have been checked out into 2015 health plans.
- **Quality Control Volunteers:** 10,000 cases reviewed.

Qualified Health Plans

Category	Metric	Dec-8	Nov-10	Oct-20	Sep-14	Aug-14	Year to Date
Qualified Health Plans	Vermonters who chose a plan through VHC for following month	206	510	1,121	820	1,037	36,001
	Vermonters enrolled through VHC	65	425	687	510	363	31,500
	Enrollments by metal level	Cat.- 3 Bronze - 14 Silver - 28 Gold - 11 Platinum - 9	Cat.- 3 Bronze - 34 Silver - 87 Gold - 19 Platinum - 18	Cat.- 4 Bronze - 149 Silver- 394 Gold- 53 Platinum- 46	Cat.- 11 Bronze - 75 Silver- 164 Gold- 59 Platinum- 46	Cat.- 12 Bronze- 73 Silver- 199 Gold- 47 Platinum- 32	Cat.- 238 Bronze- 6,147 Silver- 16,971 Gold- 3,843 Platinum- 4,301
	Vermonters who paid for following month	152	203	688	440	518	33,147
	Percent of total VHC QHP enrollees receiving premium subsidies	55%	62%	64%	64%	64%	63%
	APTC enrollees in 90 day grace period*	Total – 2,098 30 days – 1,869 60 days – 93 90 days – 136	Total – 1,113 30 days – 499 60 days – 274 90 days – 340	Total – 2,274, 30 days – 1,586 60 days – 383 90 days – 305	Total - 3,000 30 days - 2,068 60 days - 468 90 days - 464	Total -5,354 30 days- 4,625 60 days-389 90 days- 340	N/A
	Non-APTC enrollees payment past due*	623		190	1,615	2,389	N/A
	Enrollees terminated for non-payment for stated time period	110	501	313	700	268	N/A
	Shell Cases (BCBS only)	131	56	145	180	N/A	N/A

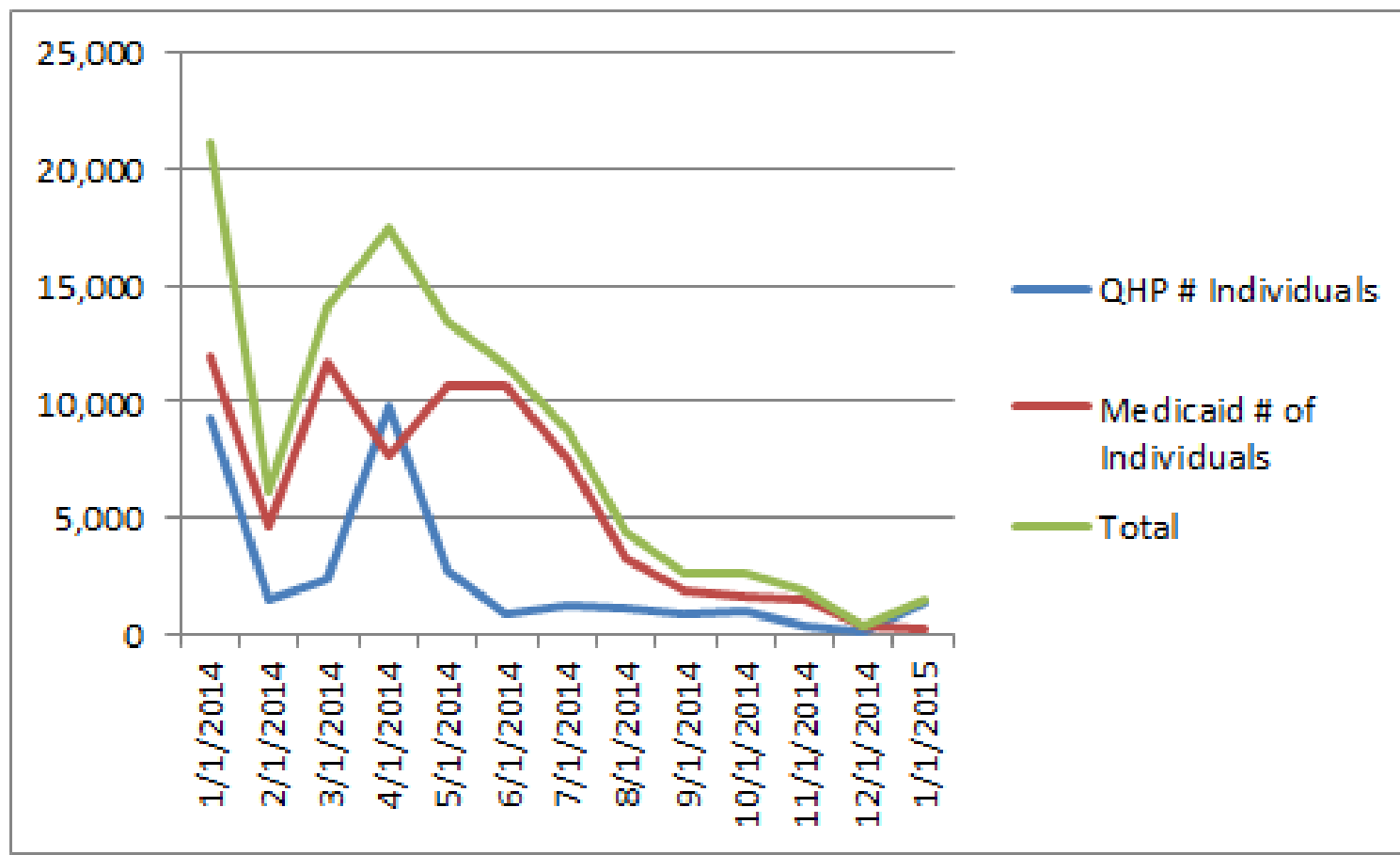
*Disclaimer: The above information is based on data communicated to BCBSVT and other carriers by VHC. BCBSVT cannot ensure the accuracy of that data.

Medicaid

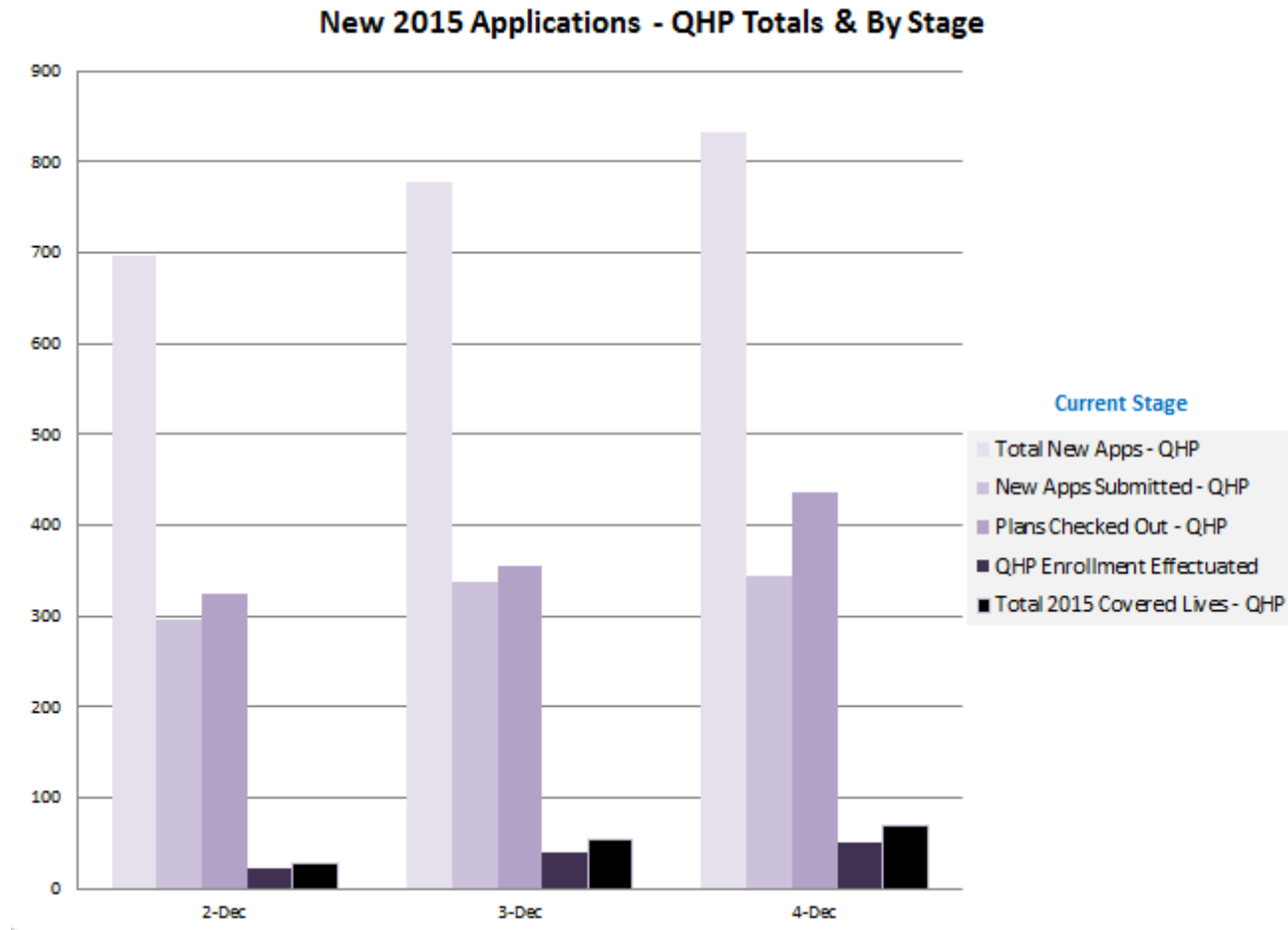
Category	Metric	Dec-8	Nov-10	Oct-20	Sep-14	Aug-14	Year to Date
MCA Medicaid	Enrollments in reporting month	1,492	770	918	161	6,677	N/A
	Enrollees who used VHC to renew Medicaid or Dr. Dynasaur coverage	N/A	N/A	N/A	N/A	N/A	15,837
	Enrollments through VHC to date***	74,013	72,270	71,126	69,162	65,141	74,013
	Vermonters who automatically transitioned from VHAP/CHAP to Medicaid 1/1	N/A	N/A	N/A	N/A	N/A	33,549

***This does not include the approximately 33,500 Vermonters who were automatically transitioned from VHAP or Catamount to Medicaid in January of 2014.

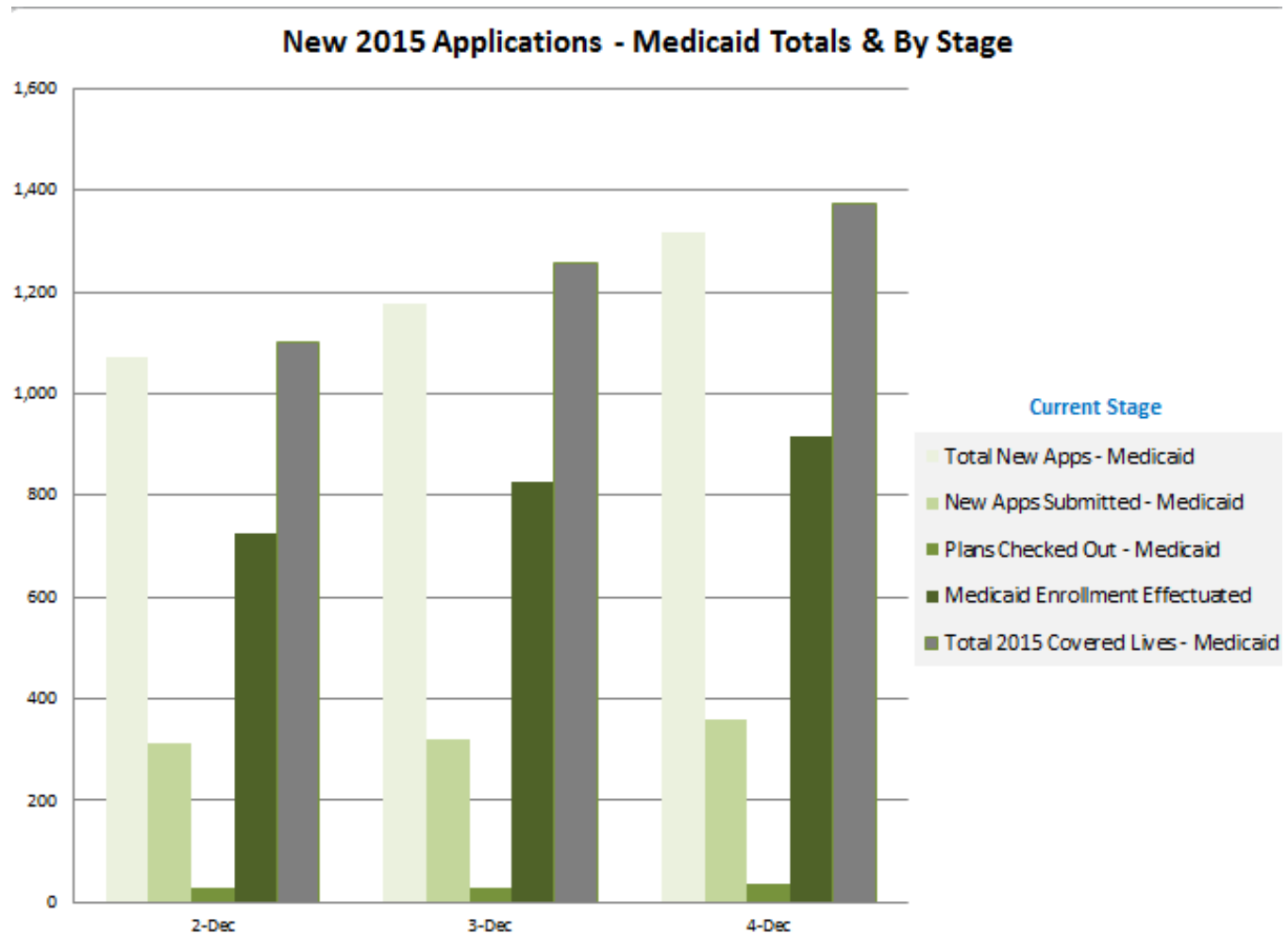
Effectuations by Month



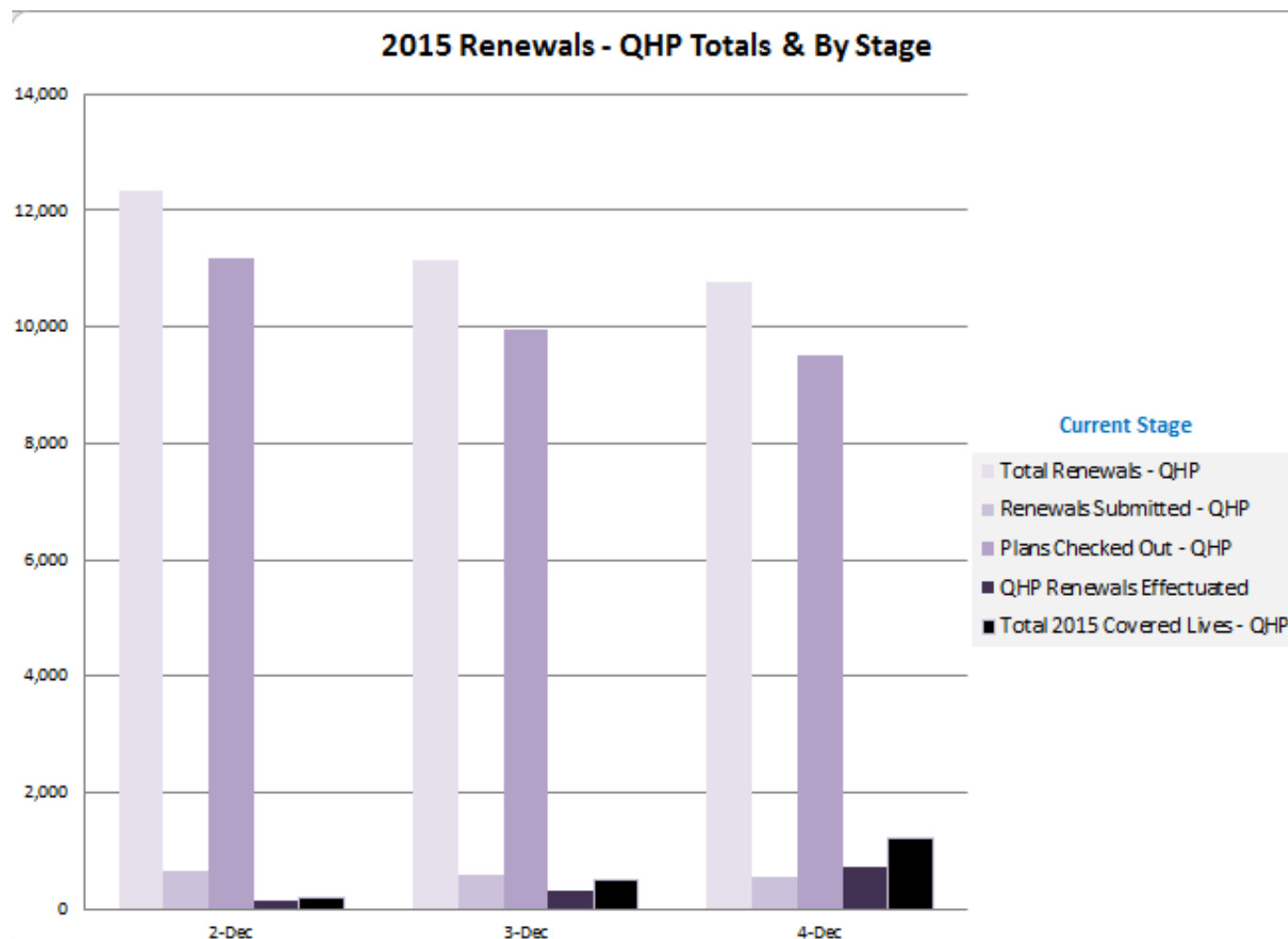
New QHP Applications – Daily Trend



New Medicaid Applications – Daily



QHP Renewals – Daily Trend



Call Center

Category	Metric	Dec-8	Nov-10	Oct-20	Sep-14	Aug-14	Jul-14	Jun-14
Call Center	Calls to date	527,769	497,633	478,700	426,868	403,155	310,646	275,955
	Calls offered in reporting month	30,136	34,743	51,832	35,316	54,260	53,973	51,069
	Average wait time (minutes)	0.53	0.16	0.15	0.28	3.22	4.21	1.4
	Average length of call (minutes)	9.96	8.89	8.76	10.17	12.86	12.38	11.5
	Abandonment rate	1.51%	0.39%	0.49%	1.56%	10.24%	11.11%	9%
	Percentage of calls answered in 24 seconds	91.25%	98.02%	98.57%	93.54%	53.61%	59.97%	67%

Your Comments Appreciated!

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